

# ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 06/01/2012 And 06/30/2013

Northern Virginia Long Term Care Ombudsman Program  
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104  
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

## ***Amerisist, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
06/07/2013	D.26 Dignity, respect - staff attitudes	Not Verified	Resolved
	J.70 Fluid availability/hydration	Not Verified	Resolved

## ***Belvoir Woods Health Care Center at the Fairfax, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
09/12/2012	F.49 Toileting, incontinent care	Not Verified	Resolved

## ***Birmingham Green, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
08/07/2012	B.12 Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	F.41 Call lights, response to requests for assistance	Not Verified	Resolved
	J.70 Fluid availability/hydration	Not Verified	Resolved

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## Cameron Glen Health and Rehab Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/25/2013	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Verified	Resolved
	I.66	Resident conflict, including roommates	Verified	Resolved
	J.74	Therapeutic diet	Verified	Resolved
	L.89	Grievance procedure	Verified	Resolved
06/19/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Referred to Other Agency
02/01/2013	F.44	Medications - administration, organization	Verified	Resolved
02/27/2013	F.41S	Call lights, response to requests for assistance	Verified	Partially Resolved
	F.49	Toileting, incontinent care	Not Verified	Resolved
	G.53S	Assistive devices or equipment	Verified	Resolved
04/08/2013	F.40	Accidental or injury of unknown origin; falls; improper handling	Verified	Partially Resolved
11/08/2012	D.26	Dignity, respect - staff attitudes	Not Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Not Verified	Resolved
	M.100	Staff unresponsive, unavailable	Not Verified	Resolved

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09/14/2012	D.25	Confinement in facility against will (illegally)	Not Verified	Resolved
	M.96	Communication, language barrier	Not Verified	Resolved
07/17/2012	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved
	L.88	Administrator(s) unresponsive, unavailable	Not Verified	Resolved
	L.90	Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved
07/27/2012	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	F.47	Pressure sores, not turned	Verified	Resolved
	G.53	Assistive devices or equipment	Verified	Resolved
	G.55	Dental services	Verified	Partially Resolved
	G.59	Vision and hearing	Verified	Resolved
	Q.132	Services from outside provider	Verified	Resolved
06/27/2012	A.3	Abuse, verbal/mental (including involuntary seclusion)	Verified	Resolved
	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	D.34	Reprisal, retaliation	Verified	Resolved
	F.49	Toileting, incontinent care	Verified	Resolved
	K.81	Infection control	Verified	Resolved
06/26/2012	D.26S	Dignity, respect - staff attitudes	Verified	Partially Resolved

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06/26/2012	E.38S	Personal property lost, stolen, used by others, destroyed, withheld from resident	Not Verified	Resolved
	J.71S	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Partially Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
	K.81S	Infection control	Not Verified	Resolved
	K.85S	Supplies and linens	Not Verified	Resolved
	L.88S	Administrator(s) unresponsive, unavailable	Verified	Resolved
06/25/2012	G.53	Assistive devices or equipment	Verified	Resolved
06/25/2012	L.94	Resident or family council/committee interfered with, not supported	Not Verified	Resolved
06/22/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	G.53	Assistive devices or equipment	Verified	Partially Resolved
	G.59	Vision and hearing	Not Verified	Resolved

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## ***Cardinal Nursing and Rehabilitation Center at The Virginian, The, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/17/2012	D.27	Exercise preference/choice and/or civil/religious rights, individual's right to smoke	Not Verified	Resolved
	P.120	Family conflict, interference	Verified	Partially Resolved
	P.122	Legal - guardianship, conservatorship, power of attorney, wills	Verified	Partially Resolved

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## ***Cherrydale Health and Rehabilitation Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
05/07/2013	A.5 Gross neglect	Not Verified	Partially Resolved
	B.8 Access to own records	Not Verified	Resolved
	D.26 Dignity, respect - staff attitudes	Verified	Resolved
04/04/2013	C.19 Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
05/06/2013	C.19 Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Referred to Other Agency
04/26/2013	F.40 Accidental or injury of unknown origin; falls; improper handling	Not Verified	Resolved
	F.47 Pressure sores, not turned	Verified	Resolved
04/17/2013	A.5 Gross neglect	Not Verified	Resolved
	D.24 Choose personal physician, pharmacy/hospice/other health care provider	Not Verified	Resolved
	D.31 Privacy - telephone, visitors, couples, mail	Verified	Resolved
	E.37 Personal funds - mismanaged, access/information denied, deposits and other money not returned	Verified	Resolved
	E.38 Personal property lost, stolen, used by others, destroyed, withheld from Resident	Verified	Partially Resolved

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04/17/2013	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved
	F.46	Physician services, including podiatrist	Verified	Partially Resolved
04/10/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
02/20/2013	F.41	Call lights, response to requests for assistance	Verified	Referred to Other Agency
	F.44	Medications - administration, organization	Not Verified	Referred to Other Agency
	F.46	Physician services, including podiatrist	Verified	Referred to Other Agency
	G.58	Therapies, physical, occupational, speech	Verified	Referred to Other Agency
	J.74	Therapeutic diet	Not Verified	Referred to Other Agency
	M.97	Shortage of staff	Not Verified	Referred to Other Agency
	P.128	Request for less restrictive placement	Verified	Referred to Other Agency
05/02/2013	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Not Verified	Resolved
	F.43	Contracture	Verified	Resolved
	F.46	Physician services, including podiatrist	Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Resolved
	L.90	Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved
	P.128	Request for less restrictive placement	Verified	Resolved
01/31/2013	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Resolved
11/13/2012	F.47	Pressure sores, not turned	Not Verified	Resolved

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11/13/2012	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Resolved
	F.50	Tubes - neglect of catheter, gastric, NG tube (use D.28 for inappropriate/forced use	Not Verified	Resolved
	G.59	Vision and hearing	Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
11/06/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Not Resolved
	D.26	Dignity, respect - staff attitudes	Verified	Not Resolved
	D.34	Reprisal, retaliation	Verified	Not Resolved
	F.41	Call lights, response to requests for assistance	Verified	Not Resolved
	I.67	Social services - availability/appropriateness	Verified	Not Resolved
09/20/2012	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved
11/09/2012	D.30	Participate in care planning by resident and/or designated surrogate	Verified	Resolved

## ***Chesterbrook Residences, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/24/2013	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Not Resolved
	J.74	Therapeutic diet	Not Verified	Not Resolved



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## ***Commonwealth Health and Rehab Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
04/15/2013	J.71S Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Resolved
04/25/2013	F.44 Medications - administration, organization	Not Verified	Resolved
	J.74 Therapeutic diet	Verified	Resolved
	J.75 Weight loss due to inadequate nutrition	Not Verified	Resolved
	L.90 Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved
	M.100 Staff unresponsive, unavailable	Verified	Resolved
12/11/2012	D.32 Privacy in treatment, confidentiality	Verified	Resolved
	F.41 Call lights, response to requests for assistance	Verified	Resolved
	F.45 Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	I.64 Activities - choice and appropriateness	Verified	Resolved
	J.71 Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
	K.78 Cleanliness, pests, general housekeeping	Verified	Resolved
	K.83 Odors	Verified	Resolved
11/21/2012	D.26 Dignity, respect - staff attitudes	Verified	Resolved

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11/21/2012	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	F.49	Toileting, incontinent care	Verified	Resolved
	G.53	Assistive devices or equipment	Verified	Partially Resolved
	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Withdrawn
06/22/2012	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved
	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	F.40	Accidental or injury of unknown origin; falls; improper handling	Verified	Partially Resolved
	F.41	Call lights, response to requests for assistance	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved
	F.44	Medications - administration, organization	Verified	Partially Resolved
	G.58	Therapies, physical, occupational, speech	Not Verified	Resolved
	L.87	Abuse investigation/reporting, failure to report	Verified	Resolved
	M.98	Staff training, lack of screening	Verified	Partially Resolved

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## ***Culpepper Garden III, Inc., Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/08/2012	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved

## ***Emeritus at Arlington, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/20/2012	F.49	Toileting, incontinent care	Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
	K.83	Odors	Verified	Resolved

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## *Emeritus at Manassas, Assisted Living Facility*

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
01/08/2013	F.41S	Call lights, response to requests for assistance	Verified	Not Resolved
	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Not Resolved
	L.88	Administrator(s) unresponsive, unavailable	Verified	Not Resolved
	M.100	Staff unresponsive, unavailable	Verified	Not Resolved
12/26/2012	F.41S	Call lights, response to requests for assistance	Verified	Resolved
	F.49	Toileting, incontinent care	Verified	Resolved
	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Not Resolved
	K.83	Odors	Verified	Not Resolved
01/08/2013	B.8	Access to own records	Verified	Not Resolved
	F.41S	Call lights, response to requests for assistance	Verified	Resolved
	F.49S	Toileting, incontinent care	Verified	Resolved
	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Resolved
	K.85S	Supplies and linens	Verified	Resolved
	L.88	Administrator(s) unresponsive, unavailable	Verified	Not Resolved

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## ***Envoy Health Care of Alexandria, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/20/2012	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Not Verified	Resolved
	F.40	Accidental or injury of unknown origin; falls; improper handling	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.47	Pressure sores, not turned	Not Verified	Resolved
	H.61	Physical restraint - assessment, use, monitoring	Not Verified	Resolved
	K.78S	Cleanliness, pests, general housekeeping	Verified	Resolved
09/19/2012	A.5	Gross neglect	Not Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	F.49	Toileting, incontinent care	Verified	Resolved
10/19/2012	J.71S	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
	K.78S	Cleanliness, pests, general housekeeping	Verified	Resolved
08/02/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved

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## ***Envoy Health Care of Woodbridge, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
10/10/2012	A.5 Gross neglect	Not Verified	Referred to Other Agency
11/01/2012	B.8 Access to own records	Verified	Resolved
	D.31 Privacy - telephone, visitors, couples, mail	Verified	Partially Resolved
	F.44 Medications - administration, organization	Verified	Resolved
	F.48 Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	F.51 Wandering, failure to accommodate/monitor	Verified	Resolved
	M.102 Eating Assistants	Verified	Partially Resolved
08/24/2012	D.27 Exercise preference/choice and/or civil/religious rights, individual's right to smoke	Verified	Resolved
	F.45S Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	I.64S Activities - choice and appropriateness	Verified	Resolved
	J.71S Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
	J.72S Snacks, time span between meals, late/missed meals	Verified	Resolved
	K.78S Cleanliness, pests, general housekeeping	Verified	Resolved

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08/24/2012	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
	K.83S	Odors	Verified	Resolved
06/20/2012	A.4	Financial exploitation	Not Verified	Resolved
	P.120	Family conflict, interference	Verified	Referred to Other Agency
	P.121	Financial exploitation by family or other not affiliated with facility	Verified	Referred to Other Agency
07/13/2012	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Verified	Resolved
	L.90	Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved
	P.123	Medicare	Not Verified	Resolved

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### *Fairfax Nursing Center, Inc., Nursing Facility*

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/02/2013	K.77	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Not Verified	Resolved
04/08/2013	B.13	Information regarding rights, benefits, services, the resident's right to complain	Not Verified	Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	D.28	Exercise right to refuse care/treatment	Not Verified	Resolved
	H.62	Psychoactive drugs - assessment, use, evaluation	Not Verified	Resolved
	Q.130	Hospital or hospice	Not Verified	Resolved
04/23/2013	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	D.32	Privacy in treatment, confidentiality	Verified	Resolved
11/01/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	D.31	Privacy - telephone, visitors, couples, mail	Not Verified	Resolved



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## ***Gainesville Health & Rehab Center, Nursing Facility***

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06/28/2013	E.37	Personal funds - mismanaged, access/information denied, deposits and other money not returned	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved
05/07/2013	A.2	Abuse, sexual	Not Verified	Resolved
	F.49	Toileting, incontinent care	Not Verified	Resolved
	J.74	Therapeutic diet	Not Verified	Resolved
06/14/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Not Resolved
	F.47	Pressure sores, not turned	Not Verified	Not Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Not Resolved

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## Golden Living Center, Nursing Facility

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06/25/2013	F.49 Toileting, incontinent care	Verified	Resolved
	J.69 Assistance in eating or assistive devices	Not Verified	Resolved
06/26/2013	A.1 Abuse, physical (including corporal punishment)	Not Verified	Not Resolved
	D.32 Privacy in treatment, confidentiality	Verified	Resolved
	F.45 Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Not Resolved
	F.46 Physician services, including podiatrist	Verified	Resolved
	J.74 Therapeutic diet	Not Verified	Resolved
12/20/2012	F.45S Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	K.78S Cleanliness, pests, general housekeeping	Verified	Resolved
	K.83S Odors	Verified	Resolved
10/22/2012	A.5 Gross neglect	Not Verified	Resolved
	K.78 Cleanliness, pests, general housekeeping	Verified	Resolved
	K.79 Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Not Verified	Resolved
10/19/2012	D.26 Dignity, respect - staff attitudes	Verified	Resolved

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10/19/2012	J.74	Therapeutic diet	Verified	Resolved
	O.115	Services	Verified	Resolved
08/24/2012	P.121	Financial exploitation by family or other not affiliated with facility	Not Verified	Resolved
	P.128	Request for less restrictive placement	Verified	Partially Resolved

## ***Goodwin House Alexandria, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
07/26/2012	B.13 Information regarding rights, benefits, services, the resident's right to complain	Not Verified	Resolved
	D.31 Privacy - telephone, visitors, couples, mail	Not Verified	Resolved
	I.65 Community interaction, transportation	Not Verified	Resolved
	P.122 Legal - guardianship, conservatorship, power of attorney, wills	Not Verified	Resolved
	P.128 Request for less restrictive placement	Not Verified	Resolved

## ***Heatherwood Retirement Community, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
01/24/2013	B.12 Information regarding medical condition, treatment and any changes	Not Verified	Resolved

# ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

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## ***Heritage Hall Nursing and Rehabilitation Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/19/2012	F.41S	Call lights, response to requests for assistance	Verified	Resolved
08/17/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
08/10/2012	B.13	Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	H.61	Physical restraint - assessment, use, monitoring	Not Verified	Resolved

## ***Hermitage in Northern Virginia, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/16/2013	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
	K.81	Infection control	Verified	Resolved
12/04/2012	A.6	Resident-to-resident physical or sexual abuse	Verified	Resolved

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## ***Home ElderCare, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
01/31/2013	B.13	Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved

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## ***Iliff Nursing and Rehabilitation Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
06/14/2013	F.44 Medications - administration, organization	Not Verified	Resolved
	K.80 Furnishings, storage for residents	Verified	Resolved
	K.82 Laundry - lost, condition	Not Verified	Resolved
10/10/2012	P.122 Legal - guardianship, conservatorship, power of attorney, wills	Not Verified	Resolved
08/15/2012	C.22 Room assignment/room change/intrafacility transfer	Verified	Resolved
06/01/2012	E.38 Personal property lost, stolen, used by others, destroyed, withheld from resident	Verified	Resolved
	F.48 Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Not Resolved
	F.49 Toileting, incontinent care	Verified	Partially Resolved
	J.70 Fluid availability/hydration	Verified	Not Resolved

## ***Jefferson, The, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
11/20/2012	K.78 Cleanliness, pests, general housekeeping	Verified	Resolved

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## ***Jefferson, The, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/10/2012	F.46	Physician services, including podiatrist	Not Verified	Resolved

## ***Leewood Healthcare Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/14/2012	F.41S	Call lights, response to requests for assistance	Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
11/14/2012	C.22	Room assignment/room change/intrafacility transfer	Not Verified	Resolved
	J.74	Therapeutic diet	Not Verified	Resolved
10/25/2012	F.40	Accidental or injury of unknown origin; falls; improper handling	Verified	Partially Resolved

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## *Lincolnia Senior Residences, Assisted Living Facility*

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/07/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	I.66	Resident conflict, including roommates	Verified	Resolved

## *Loudoun Nursing and Rehabilitation Center, Nursing Facility*

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
09/21/2012	C.18	Bed hold - written notice, refusal to readmit	Verified	Resolved
10/16/2012	F.44	Medications - administration, organization	Verified	Resolved
	G.53	Assistive devices or equipment	Not Verified	Resolved



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## Manassas Nursing & Rehab, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/28/2013	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Verified	Not Resolved
01/18/2013	B.12	Information regarding medical condition, treatment and any changes	Verified	Resolved
	F.41	Call lights, response to requests for assistance	Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Not Verified	Resolved
	K.81	Infection control	Not Verified	Resolved
	M.97	Shortage of staff	Not Verified	Resolved
08/06/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Not Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Not Verified	Resolved
07/30/2012	F.41S	Call lights, response to requests for assistance	Verified	Resolved
	F.45S	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved

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07/30/2012	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
06/08/2012	D.30	Participate in care planning by resident and/or designated surrogate	Verified	Resolved
	F.46	Physician services, including podiatrist	Verified	Partially Resolved
	J.74	Therapeutic diet	Not Verified	Resolved
	P.128	Request for less restrictive placement	Verified	Partially Resolved

## ***ManorCare Health Services - Alexandria, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
05/15/2013	D.32	Privacy in treatment, confidentiality	Resolved
	F.44	Medications - administration, organization	Resolved
	K.78	Cleanliness, pests, general housekeeping	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Resolved

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## ***ManorCare Health Services - Arlington, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/01/2013	F.41	Call lights, response to requests for assistance	Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
02/27/2013	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Not Resolved
12/07/2012	B.8	Access to own records	Not Verified	Resolved
	D.24	Choose personal physician, pharmacy/hospice/other health care provider	Not Verified	Resolved
	G.53	Assistive devices or equipment	Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Resolved
06/08/2012	F.41	Call lights, response to requests for assistance	Verified	Resolved
06/19/2012	B.9	Access by or to Ombudsman/visitors	Not Verified	Resolved

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## ***ManorCare Health Services - Fair Oaks, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/03/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Referred to Other Agency
	F.44	Medications - administration, organization	Verified	Resolved
01/08/2013	C.22	Room assignment/room change/intrafacility transfer	Verified	Resolved
08/16/2012	K.77S	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Verified	Resolved

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## ***Monroe House at Community Village, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
11/20/2012	E.37	Personal funds - mismanaged, access/information denied, deposits and other money not returned	Not Verified	Resolved
06/08/2012	F.40	Accidental or injury of unknown origin; falls; improper handling	Verified	Resolved
	L.93	Offering inappropriate level of care	Not Verified	Resolved

## ***Morningside House of Leesburg, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/31/2013	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved

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## Potomac Center, Genesis ElderCare Network, Nursing Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
12/05/2012	F.44 Medications - administration, organization	Verified	Resolved
	K.78 Cleanliness, pests, general housekeeping	Verified	Resolved
	K.79 Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
09/06/2012	C.22 Room assignment/room change/intrafacility transfer	Verified	Resolved
	G.57 Range of motion/ambulation/exercise	Verified	Resolved
	I.66 Resident conflict, including roommates	Verified	Resolved
08/03/2012	J.69 Assistance in eating or assistive devices	Not Verified	Resolved
	J.75 Weight loss due to inadequate nutrition	Not Verified	Resolved
07/26/2012	B.12 Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	C.19 Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	E.36 Billing charges - notice, approval, questionable, accounting wrong or denied	Not Verified	Resolved
	G.58 Therapies, physical, occupational, speech	Verified	Resolved

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## ***Powhatan Nursing Home, Inc., Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/13/2013	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Not Verified	Resolved
	M.97	Shortage of staff	Not Verified	Resolved

## ***Spring Hills Mount Vernon, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/12/2013	D.32	Privacy in treatment, confidentiality	Verified	Resolved

## ***Sunrise at Bluemont Park, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/13/2012	P.121	Financial exploitation by family or other not affiliated with facility	Not Verified	Withdrawn

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## ***Sunrise at Hunter Mill, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
11/20/2012	B.13 Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	I.64 Activities - choice and appropriateness	Verified	Resolved
	K.78 Cleanliness, pests, general housekeeping	Verified	Resolved
	Q.132 Services from outside provider	Verified	Resolved

## ***Sunrise of Alexandria, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
06/20/2012	J.72S Snacks, time span between meals, late/missed meals	Verified	Resolved

## ***Sunrise of Fairfax, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
03/01/2013	I.64 Activities - choice and appropriateness	Verified	Resolved
	M.99 Staff turn-over, over-use of nursing pools	Verified	Resolved



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## ***Sunrise of Falls Church, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/27/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	D.34	Reprisal, retaliation	Not Verified	Resolved
02/08/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Partially Resolved
01/03/2013	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Partially Resolved
12/28/2012	F.41	Call lights, response to requests for assistance	Verified	Partially Resolved
	M.97	Shortage of staff	Verified	Resolved
12/21/2012	F.41	Call lights, response to requests for assistance	Not Verified	Resolved
08/13/2012	F.48S	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
06/08/2012	F.40	Accidental or injury of unknown origin; falls; improper handling	Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Resolved
	L.88	Administrator(s) unresponsive, unavailable	Verified	Not Resolved

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06/08/2012	M.96	Communication, language barrier	Not Verified	Resolved
	M.97S	Shortage of staff	Verified	Not Resolved

## ***Sunrise of Leesburg, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/20/2012	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Partially Resolved
	K.80S	Furnishings, storage for residents	Verified	Partially Resolved

## ***Sunrise of Springfield, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
07/05/2012	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved

# ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

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## ***Sylvestery, The, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/25/2012	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Resolved
	F.46	Physician services, including podiatrist	Not Verified	Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Resolved

## ***Tall Oaks at Reston, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/29/2012	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Partially Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	M.98	Staff training, lack of screening	Verified	Partially Resolved

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## ***Washington House, The, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
01/28/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved

## ***Washington House, The, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/11/2013	C.18	Bed hold - written notice, refusal to readmit	Verified	Resolved
08/20/2012	C.18	Bed hold - written notice, refusal to readmit	Verified	Resolved

## ***Westminster at Lake Ridge Assisted Living, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/29/2013	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved

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## ***Westminster at Lake Ridge, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
09/19/2012	B.13S Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	D.26 Dignity, respect - staff attitudes	Verified	Resolved
	F.41S Call lights, response to requests for assistance	Verified	Resolved
	F.49 Toileting, incontinent care	Verified	Resolved
	K.78S Cleanliness, pests, general housekeeping	Verified	Resolved
	K.81S Infection control	Verified	Resolved

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## ***Woodbine Rehabilitation and Healthcare Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
04/09/2013	G.53 Assistive devices or equipment	Verified	Resolved
09/26/2012	F.49 Toileting, incontinent care	Not Verified	Resolved
	J.69 Assistance in eating or assistive devices	Not Verified	Resolved
09/24/2012	F.41 Call lights, response to requests for assistance	Not Verified	Resolved
07/27/2012	J.71S Food service - quantity, quality, variation, choice, condiments, utensils, Menu	Not Verified	Resolved